

# Resources

## Notes Page

## *Resources To Help You And Your Family*

Everyone needs help sometimes. There are lots of services for parents in Massachusetts. Do not be afraid to call.

Services are listed in the following categories:

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Under each listing you will find:

- **A short description of the service, the phone number, and/or the website address.**
- **Hours the service is open**—Most are open 9 AM - 5 PM, unless noted. Some are open 24 hours a day, 7 days a week. They are marked: “ALWAYS OPEN.”
- **Languages spoken at the service**—Some services are available in languages other than English. These are marked. Some services offer the Language Line Services. This service has interpreters in 140 languages. To get an interpreter, tell the person who answers the phone what language you need. It may take a few minutes for the interpreter to be connected. Do not hang up. Be prepared to say in English that you need to speak to someone in your language.

To be **eligible** for a service means to meet certain requirements. These requirements are different from service to service. You and your family can be eligible for one and not another. Call the service. The staff there will tell you if you are eligible.

*Growing Up Healthy* has been developed by the Division for Perinatal, Early Childhood, and Special Health Needs. Call **1-800-882-1435** or visit **[www.mass.gov/growinguphealthy](http://www.mass.gov/growinguphealthy)** for more information about health insurance, primary care, family planning, home visiting, and health education. The Division is part of the Bureau of Family and Community Health at the Massachusetts Department of Public Health.

## FOOD, CLOTHING, TRANSPORTATION, AND HOUSING

**American Red Cross** [www.redcross.org](http://www.redcross.org)

Disaster relief—clothing, food pantry, housing, and household goods; classes on health topics including first aid and CPR.

Your local American Red Cross chapter 1-800-564-1234

Disaster Information and Resource Center 1-866-438-4636

Languages: Some Spanish available

**Expanded Food and Nutrition Education Program** 1-800-622-3637

Nutrition education for eligible families with children

**Federal Emergency Management Agency (FEMA)** 1-800-480-2520,  
1-800-621-3362 (TTY), [www.fema.gov](http://www.fema.gov)

Information on disaster and emergency planning

**First Call for Help** [www.uwmb.org/firstcall.htm](http://www.uwmb.org/firstcall.htm)

Help with housing, food, utilities, legal support, substance abuse, parenting issues, and other basic needs

United Way of Massachusetts Bay 1-800-231-4377

United Way of Cape Cod 1-800-462-8002

United Way of Central MA 508-755-1233 (voice/TDD)

United Way of Western MA 1-800-339-7779

Languages: Some Spanish available

ALWAYS OPEN

**Fuel Assistance Program** 1-800-632-8175

Financial aid for home heating needs



**Hunger and Food Stamp Hotline** 1-800-645-8333

Coupons for groceries and referrals to local food banks

Languages: Spanish

**Massachusetts Affordable Housing Alliance** 617-822-9100,

[www.mahahome.org](http://www.mahahome.org)

Counseling for first-time home buyers and advocacy on housing issues

Languages: Spanish

**Massachusetts Coalition for the Homeless** 781-595-7570,

[www.mahomeless.org](http://www.mahomeless.org)

Donations Assistance Center provides furniture and household goods

Languages: Spanish

**Massachusetts Department of Public Health, MassSupport line**

1-866-237-8274 (voice/TTY), [www.mass.gov/samh](http://www.mass.gov/samh)

Help preparing for and dealing with disasters and crises at the national, state, or local level

Languages: Translation services available

**Massachusetts Emergency Management Agency (MEMA)** 508-820-2000,

[www.mass.gov/mema](http://www.mass.gov/mema)

Information on disaster and emergency planning for the state of Massachusetts

**Massachusetts Tenant Organization and Resource Center** 617-367-6260

Information on tenants' rights

**Medicaid Transportation Program** 1-800-682-1062, 1-800-841-2900,  
1-800-497-4648 (TTY), [www.mass.gov/eohhs](http://www.mass.gov/eohhs)

Consumers of MassHealth may receive funds for transportation services to and from health care services

Languages: Chinese, Khmer, Portuguese, Russian, Spanish, Vietnamese

**Project Bread Food Source Hotline** 1-800-645-8333,  
1-800-377-1292 (TTY), [www.projectbread.org](http://www.projectbread.org)

Information on getting food, food resources, and food stamps

**Salvation Army Good Neighbor Energy Fund** 1-800-262-1320,  
[www.massresources.org](http://www.massresources.org)

Fuel assistance available to eligible families during the heating season

**UMass Extension** [www.umassextension.org](http://www.umassextension.org)

Planning and preparing low-cost, healthy meals; offered on an individual basis or in small, home-based groups

Greater Boston 1-800-622-3637

Central MA 508-831-1225

Western MA 413-737-0236

Languages: Some Spanish available

**WIC** 1-800-942-1007, [www.mass.gov/eohhs](http://www.mass.gov/eohhs)

Food for eligible pregnant women and children under 5; information on nutrition, breastfeeding, child health and development, and parenting

Languages: French, Haitian Creole, Portuguese, Spanish

## FINANCIAL AID

**Children's Medical Security Plan** 1-800-841-2900, 1-800-497-4648 (TTY), [www.mass.gov/eohhs](http://www.mass.gov/eohhs)

Health insurance to eligible children 18 and under for primary care, limited emergency care, and prescription drugs

Languages: 140 through the Language Line Services

**CommonHealth** 1-800-841-2900, 1-888-665-9993, 1-888-665-9997 (TTY), [www.mass.gov/eohhs](http://www.mass.gov/eohhs)

Health insurance for working disabled adults and children under 18

Languages: Some languages available at certain times

### **Department of Transitional Assistance (formerly Welfare)**

1-800-445-6604, 1-800-249-2007 (new applicants), [www.mass.gov/eohhs](http://www.mass.gov/eohhs)  
Food stamps, Transitional Aid for Needy Families (TANF), and other assistance

Languages: Spanish

**Healthy Start** 1-800-841-2900, 1-800-497-4648 (TTY), [www.mass.gov/eohhs](http://www.mass.gov/eohhs)

Insurance for eligible pregnant women and referrals to health care and other services

Languages: French, Haitian Creole, Khmer, Portuguese, Spanish

**Medicaid/MassHealth** 1-800-841-2900, 1-888-665-9997 (TTY), [www.mass.gov/eohhs](http://www.mass.gov/eohhs)

Health insurance for eligible families

Languages: Chinese, Khmer, Portuguese, Russian, Spanish, Vietnamese



**Supplemental Security Income (SSI)** 1-800-772-1213, [www.ssa.gov](http://www.ssa.gov)  
Financial assistance for eligible children and adults with disabilities

## HEALTH

**AIDS Hotline** 1-800-235-2331, 617-437-1672 (TTY)  
Information, referrals, and support for HIV- and AIDS-related issues  
HOURS: Mon-Fri, 9 AM–9 PM; Sat, 10 AM–2 PM  
Languages: Spanish

**Al-Anon** 508-366-0556, [www.ma-al-anon-alateen.org](http://www.ma-al-anon-alateen.org)  
Support for family members affected by alcoholism or other substance abuse  
HOURS: Mon-Fri, 10 AM - 3 PM

**American Academy of Pediatrics, MA Chapter** 781-895-9852, [www.aap.org](http://www.aap.org)  
Information about child health issues

**American Cancer Society** 1-800-ACS-2345, [www.cancer.org](http://www.cancer.org)  
Information on screening, free examinations, diagnostic services, treatment, and transportation  
Languages: Khmer, Portuguese, Spanish

**Anonymous HIV Testing** 1-800-750-2016, 617-437-1672 (TTY)  
Information and referrals for HIV testing and needle exchange programs  
Languages: 140 through the Language Line Services  
HOURS: Mon, Wed, Thurs, 9 AM–9 PM; Tues, Fri, 9 AM–5 PM;  
Sat, 10 AM–2 PM

**Ask-a-Nurse** 1-800-544-2424

Information and referrals

ALWAYS OPEN

**Depression After Delivery** [www.depressionafterdelivery.com](http://www.depressionafterdelivery.com)

Information for new parents and referrals to local providers and support groups

**Good Grief Program** 617-414-4005

Training for providers and teachers about children and grief; books, videos, and other resources

**Health Care for All Helpline** 1-800-272-4232, [www.hcfama.org](http://www.hcfama.org)

Advocacy and help with getting health care

Languages: Haitian Creole, Spanish

**La Leche League** 1-800-LA-LECHE, [www.lalecheleague.org](http://www.lalecheleague.org)

Telephone counseling on breastfeeding, new mothers' groups, and information on breast pump rentals and sales

**Lead Paint Hotline** 1-800-532-9571, [www.mass.gov/eohhs](http://www.mass.gov/eohhs)

Information about lead laws and consumer rights; referrals for lead screening, inspection, and deleading

Languages: Spanish

**Massachusetts Center for Sudden Infant Death Syndrome (SIDS) Hotline**

1-800-641-SIDS

Information and counseling about Sudden Infant Death Syndrome

ALWAYS OPEN

**Massachusetts Council on Compulsive Gambling** 1-800-426-1234,  
617-426-1855 (TTY), [www.masscompulsivegambling.org](http://www.masscompulsivegambling.org)  
Counseling and referrals for gamblers and their families  
ALWAYS OPEN

**Massachusetts Dental Society** 1-800-342-8747, [www.massdental.org](http://www.massdental.org)  
Referrals to dentists and special needs dentistry

**Massachusetts Department of Mental Health** 1-800-221-0053,  
617-727-9842 (TTY), [www.mass.gov/eohhs](http://www.mass.gov/eohhs)  
Emergency evaluations and community-based services for persons with  
mental health diagnoses

**Massachusetts Department of Mental Retardation** 1-888-DMR-4435,  
617-624-7783 (TTY), [www.mass.gov/eohhs](http://www.mass.gov/eohhs)  
Services for children with mental retardation and their families

**Massachusetts Family Planning Program** 617-624-6060,  
[www.mass.gov/eohhs](http://www.mass.gov/eohhs)  
Referrals to family planning clinics, and information about birth control  
and reproductive health services

**Massachusetts Immunization Program** 1-888-658-2850,  
[www.mass.gov/eohhs](http://www.mass.gov/eohhs)  
Information about immunizations and where to get them

**Massachusetts League of Community Health Centers** 1-800-475-8455,  
[www.massleague.org](http://www.massleague.org)  
Referrals to local health centers and information about free or reduced-  
cost health care  
Languages: Spanish, Vietnamese

**Massachusetts Psychiatric Society** 781-237-8100, [www.psychiatry-mps.org](http://www.psychiatry-mps.org)  
Referrals to mental health providers

**Massachusetts Substance Abuse Information and Education Helpline**  
1-800-327-5050, 617-536-5872 (TTY)  
Referrals to substance abuse treatment services  
Languages: 140 through the Language Line Services  
ALWAYS OPEN

**National Center for Death Education** 617-928-4649  
Referrals for grief counseling and recommendations on books and videos

**National Mental Health Association** 1-800-969-6642,  
1-800-433-5959 (TTY), [www.nmha.org](http://www.nmha.org)  
Referrals to mental health providers and information on mental health

**National Women's Health Information Center** 1-800-994-WOMAN,  
1-888-220-5446 (TDD), [www.4woman.gov](http://www.4woman.gov)  
Resources and information on women's health issues  
Languages: Spanish

**Nursing Mothers' Council** 617-244-5102, [www.bace-nmc.org](http://www.bace-nmc.org)  
Breastfeeding counseling and rental of breastfeeding pumps and other aids  
Languages: Spanish (by referral)

**Physician Referral Service** 1-800-322-2303 ext. 6094  
Referrals to physicians based on language, location, and specialty  
Languages: Spanish



**Planned Parenthood** 1-800-682-9218, [www.pplm.org](http://www.pplm.org)

Referrals to confidential pregnancy testing; reproductive health services and information

Languages: Haitian Creole, Spanish

**Poison Control Center** 1-800-222-1222, 1-888-244-5313 (TTY), [www.maripoisoncenter.com](http://www.maripoisoncenter.com)

Emergency advice about poisoning, and information on poisons

Languages: 140 through the Language Line Services

ALWAYS OPEN

**Sexually Transmitted Disease (STD) Control Program** 617-983-6940

Locations and hours of clinics that screen and treat sexually transmitted diseases; information on STDs

Languages: Spanish

**Smokers Quitline** 1-800-TRY-TO-STOP (English), 1-800-8-DEJALO (Spanish), 1-800-TDD-1477 (TDD)

Counseling and referrals to local smoking cessation programs

Languages: 140 through the Language Line Services

ALWAYS OPEN

## **SAFETY**

**Auto Safety Hotline** 1-800-424-9393

Information about car safety seats, air bags, and passenger safety

Languages: Spanish

**Child Witness to Violence Project** 617-414-4244,

[www.childwitnessstoviolence.org](http://www.childwitnessstoviolence.org)

Counseling for children who have witnessed violence, especially family violence

Languages: Spanish

**Child-At-Risk Hotline** 1-800-792-5200

To report child abuse; follow-up services include crisis intervention and emergency services, counseling, protective child care, parent aide services, substitute care, and case management

ALWAYS OPEN

**Consumer Product Safety Commission** 1-800-638-2772,

1-800-638-8270 (TTY), [www.cpsc.gov](http://www.cpsc.gov)

Information on toy safety, product recalls, and safety alerts

**Disabled Abuse Hotline** 1-800-426-9009

To report abuse of people with disabilities

**Domestic Violence Hotline** 1-877-785-2020

Referrals, peer support, and information on location and availability of shelters

Languages: Spanish and 140 through the Language Line Services

ALWAYS OPEN

**Elder Abuse Hotline** 1-800-922-2275

To report neglect or financial, psychological, or physical abuse of people 60 years of age or older; counseling and referral services

Languages: 140 through the Language Line Services

ALWAYS OPEN

**Massachusetts Car Safety Hotline** 1-800-CAR-SAFE

Locations of car seat loan programs, information about passenger safety, child safety seat installation, and recalls

**Rape Crisis Center** 1-800-841-8371, 617-492-7273 (TTY), [www.barcc.org](http://www.barcc.org)

Crisis counseling and referrals for rape victims

Languages: 140 through the Language Line Services

ALWAYS OPEN

**Safe Kids** [www.safekids.org](http://www.safekids.org)

Boston Area 617-534-5197

Western MA 413-794-5434

Information on child safety issues

**Samaritans** 617-247-0220, 1-800-SUICIDE, [www.samaritansofboston.org](http://www.samaritansofboston.org)

Suicide prevention crisis line

ALWAYS OPEN

**LEGAL AID**

**Disability Law Center** 1-800-872-9992, [www.dlc-ma.org](http://www.dlc-ma.org)

Free legal assistance and information for people with disabilities in MA

**Harvard Legal Aid Bureau** 617-495-4408,  
[www.law.harvard.edu/students/orgs/hlab/](http://www.law.harvard.edu/students/orgs/hlab/)

Free legal services about housing, benefits, and family law

Languages: Some languages available at certain times

**Harvard University Small Claims Advisory Service** 1-866-627-7577,  
617-497-5690, [www.hcs.harvard.edu/~scas/](http://www.hcs.harvard.edu/~scas/)  
Free advice on consumer law disputes about sums less than \$2000

**Health Law Advocates** 617-338-5241, [www.hla-inc.org](http://www.hla-inc.org)  
Legal services for problems with health care and health insurance

**La Alianza Hispana** 617-427-7175  
Information and referral to a wide range of Spanish-language services  
Languages: Spanish

**Legal Advocacy and Resource Center** 1-800-342-LAWS, [www.larcma.org](http://www.larcma.org)  
Free and reduced-fee legal services

**Legal Services Center** 617-522-3003  
Legal services for housing, family, benefits, and AIDS-related  
discrimination  
Languages: Spanish

**Massachusetts Bar Association** 617-654-0400, 617-338-0585 (TDD),  
[www.massbar.org](http://www.massbar.org)  
Referrals to legal aid programs and services  
Languages: Spanish

**Massachusetts Child Support Customer Service Bureau** 1-800-332-2733,  
1-800-255-5587 (TTY)  
Information on child support laws, filing claims, and help with a  
specific case  
Languages: French, Greek, Portuguese, Spanish



**Massachusetts Commission Against Discrimination** 617-994-6000,  
413-739-2145, [www.mass.gov/mcad](http://www.mass.gov/mcad)

To report complaints about housing, maternity, and employment  
discrimination

Languages: Spanish

ALWAYS OPEN

**Massachusetts Legal Assistance Corporation** 617-367-8544,  
[www.mlac.org](http://www.mlac.org)

Legal services for income-eligible people

**Office of the Massachusetts Attorney General** 617-727-2200,  
[www.ago.state.ma.us](http://www.ago.state.ma.us)

Help for victims of violent crime and advice on consumer complaints

Languages: Spanish

**Volunteer Lawyers Project** 617-423-0648, 617-338-6790 (TDD)

Help with Supplemental Security Income (SSI) appeals and other cases

Languages: Spanish

**Western Massachusetts Legal Services** 1-800-639-1309, [www.wmls.org](http://www.wmls.org)

Legal services on housing, Medicaid, SSI, and benefits

Languages: Spanish

## **PARENTING AND FAMILY SUPPORT**

**Alternative Family Matters** 617-576-6788, [www.alternativefamilies.org](http://www.alternativefamilies.org)

Information for gay and lesbian parents and those considering parenting

**Children's Trust Fund** 1-888-775-4KIDS, [www.mctf.org](http://www.mctf.org)

Referrals to local parent education groups, parent support groups, and home visiting programs; free materials on preventing child abuse and neglect

**Early Intervention** 1-800-905-8437, 617-624-5992 (TTY),

[www.mass.gov/eohhs](http://www.mass.gov/eohhs)

Developmental assessment, intervention, and family support services to eligible children birth–3 years old

**Early Intervention Partnerships Program** 1-800-311-2229,

617-624-5992 (TTY), [www.mass.gov/eohhs](http://www.mass.gov/eohhs)

Home visiting program for pregnant women and new mothers

**FOR Families Program** 1-800-311-2229, 617-624-5992 (TTY),

[www.mass.gov/eohhs](http://www.mass.gov/eohhs)

A home visiting program to help homeless families. Services are free and participation is voluntary

**Family Nurturing Center** 617-474-1143, [www.familynurturing.org](http://www.familynurturing.org)

Information about nurturing programs, parent education, and community-based family support

**Fenway Community Health Center** 1-888-242-0900,

[www.fenwayhealth.org](http://www.fenwayhealth.org)

Information, resources, activities, and support for gay and lesbian parents and their children; alternative insemination program; programs for gays and lesbians considering parenting

**Grandparents Raising Grandchildren** 617-727-7750

Referrals to support groups for grandparents raising their grandchildren; free resource directory

Languages: Spanish

**Jewish Family and Children's Service** 781-647-JFCS, [www.jfcsboston.org](http://www.jfcsboston.org)

Support for new parents through home visiting, support groups, referrals, and consultation.

**Massachusetts Adult Literacy Hotline** 1-800-447-8844 (voice/TTY)

Information about basic skills for parents, early childhood programs for children birth - 12 years old, and home visits. Programs are located in certain communities; some programs offer other languages.

**Massachusetts Committee for Children and Youth** 1-800-CHILDREN

Information about child abuse prevention

ALWAYS OPEN

**Massachusetts Family Network** 1-800-447-8844 (voice/TTY)

Parent education, home visits, health and developmental screening, play groups, child care, and transportation for families with children birth-3 years old.

Languages: Some programs offer other languages.

**Massachusetts Mothers of Twins Association** 781-646-TWIN,

[www.mmota.org](http://www.mmota.org)

Referrals to support groups and programs for parents with multiple births

**Massachusetts Society for the Prevention of Cruelty to Children**

1-800-442-3035, [www.mspcc.org](http://www.mspcc.org)

Information and referrals to child abuse prevention and home visiting services

**Open Door Society Adoption Community of New England**

1-800-932-3678, [www.odsacone.org](http://www.odsacone.org)

Support for adoptive families and for people who want to learn about adoption

**PAL, Parent/Professional Advocacy League** 1-866-815-8122, [www.ppal.net](http://www.ppal.net)

Support for parents of children with mental, emotional, and behavioral needs

**Parental Stress Line** 1-800-632-8188

Confidential counseling, support, and information for parents

Languages: Spanish

ALWAYS OPEN

**Parents Anonymous** 1-800-882-1250

Telephone counseling and referrals to confidential support groups for parents

**Tough Love International** 1-800-333-1069, [www.toughlove.org](http://www.toughlove.org)

Support and parenting skills for parents of teenagers



## CHILD CARE AND EARLY EDUCATION

**Child Care Resource and Referral Network** 1-800-345-0131,  
[www.masschildcare.org](http://www.masschildcare.org)

Information on child care including how to choose a provider, lists of licensed child care providers in your area, and programs that help pay for child care

Languages: Some Spanish available

**Head Start Information & Publication Center** 1-866-763-6481,  
617-565-1128, [www.headstart.org](http://www.headstart.org)

Information on Head Start programs for children 3 - 5 years old in your local area

Languages: Spanish

**Massachusetts Department of Education** 781-388-3300 ext. 357,  
[www.doe.mass.edu](http://www.doe.mass.edu)

Information on early childhood programs

**Office of Child Care Services** 617-988-6600, [www.qualitychildcare.org](http://www.qualitychildcare.org)  
State agency that monitors and licenses child care programs; receives complaints and sends reports of proven complaints against a provider

**Parents United for Childcare/BOSTnet** 617-720-1290,  
617-720-1292 (TTY), [www.pucc.com](http://www.pucc.com)

Advocacy and referrals for child care

Languages: Portuguese, Spanish, Tagalog

## SERVICES FOR CHILDREN WITH SPECIAL HEALTH CARE NEEDS

**Arc of Massachusetts** 781-891-6270, 781-891-6271 (TTY),  
[www.arcmass.org](http://www.arcmass.org)

Community-based support and services for individuals with cognitive and developmental disabilities and their families

**CAST: Center for Applied Special Technology** 781-245-2212,  
781-245-9320 (TTY), [www.cast.org](http://www.cast.org)

Technology for individuals with disabilities, including clinical evaluation, advocacy for inclusion in schools, and use of adaptive devices

**Easter Seals Massachusetts** 1-800-922-8290, 1-800-564-9700 (TTY),  
[www.ma.easterseals.com](http://www.ma.easterseals.com)

Referrals for disability services; information on loans for car safety devices, assistive technology, and equipment for children with temporary or chronic disabilities

**Family TIES** 1-800-905-TIES, 617-624-5992 (TTY),  
[www.massfamilyties.org](http://www.massfamilyties.org)

Information, resources, and support for families of children with special health care needs

Languages: Spanish

**Family Voices** 1-800-331-0688 x 210, 617-624-5992 (TTY),  
[www.massfamilyvoices.org](http://www.massfamilyvoices.org)

Advocacy, support, education, and information for families of children with special health care needs

**Federation for Children with Special Needs** 1-800-331-0688,  
617-482-2915 (TTY), [www.fcsn.org](http://www.fcsn.org)

Advocacy and service referrals for children with special needs and their parents or guardians

Languages: Spanish

**Hearing Evaluation and Hearing Aid Programs** 1-800-882-1435,  
617-624-5992 (TTY), [www.mass.gov/eohhs](http://www.mass.gov/eohhs)

Information and referrals for infants and toddlers for complete hearing evaluations; evaluations and hearing aids for uninsured children from birth through 21

**MASSTART (Massachusetts Technology Assistance Resource Team)**

508-792-7880, 617-624-5992 (TTY), [www.mass.gov/eohhs](http://www.mass.gov/eohhs)

Information, resources, training, and technical assistance for parents, school staff, and health care providers about medical technology and the health needs of children assisted by medical technology while in school

**MBTA Transportation Access** 617-222-5123, [www.mbta.com](http://www.mbta.com)

Information on accessible transportation services for disabled persons in the Greater Boston area

**March of Dimes** 508-366-9066, [www.marchofdimes.com](http://www.marchofdimes.com)

Materials in English and Spanish on genetic services, birth defects, and children with special needs

**Massachusetts Advocates for Children** 617-357-8431,  
[www.massadvocates.org](http://www.massadvocates.org)  
Advocacy for children needing special education services

**Massachusetts Assistive Technology Partnership**  
1-800-848-8867 (voice/TDD), [www.matp.org](http://www.matp.org)  
Information on assistive technology products, services, and funding  
sources for people with disabilities  
Languages: 140 through the Language Line Services

**Massachusetts Department of Public Health, Care Coordination Program**  
1-800-882-1435, 617-624-5992 (TTY), [www.mass.gov/eohhs](http://www.mass.gov/eohhs)  
Health care coordination, support, and referral to public and  
community-based resources for families of children with special health  
care needs  
Languages: Portuguese, Spanish

**Massachusetts Department of Public Health, Community Support  
Program** 1-800-882-1435, 617-624-5992 (TTY), [www.mass.gov/eohhs](http://www.mass.gov/eohhs)  
Information, resources, technical assistance, and referrals for families  
of children with special health care needs

**Massachusetts Office on Disability** 1-800-322-2020 (voice/TTY),  
[www.mass.gov/eohhs](http://www.mass.gov/eohhs)  
Information, referrals, and advocacy for people with disabilities



**New England INDEX** 781-642-0248 (voice/TDD)

Referrals to physicians, consultants, multilingual consultants, and technical assistance

Languages: Spanish, other languages available at certain times

**Newborn Hearing Screening Program** 1-800-882-1435,

617-624-5992 (TTY), [www.mass.gov/eohhs](http://www.mass.gov/eohhs)

Information for families on hearing and hearing loss, hearing testing, and hearing aids

Languages: Spanish

**PKU Special Dietary Food and Formula Program** 1-800-882-1435,

617-624-5992 (TTY), [www.mass.gov/eohhs](http://www.mass.gov/eohhs)

Special food and formula for uninsured children with PKU and other related metabolic conditions

## **JOBS AND TRAINING**

**Division of Employment and Training** 617-626-6600, 617-727-6156 (TTY)

Job listings and employment training programs

Languages: Some languages available at certain times

**Higher Education Information Center** 617-536-0200

Information and advice on educational and career opportunities and sources of financial aid

**Mass Adult Literacy Hotline** 1-800-447-8844

Information and referrals for adult learners for English as a Second Language (ESL), General Education Development (GED) Certificate, family literacy and support programs, and citizenship classes  
Languages: Spanish

**Mass Jobs** 617-348-5930

Employment and training for consumers of the Department of Transitional Assistance  
Languages: Spanish

**Massachusetts Coalition for Occupational Health and Safety (MassCOSH)**

617-825-7233, [www.masscosh.org](http://www.masscosh.org)

Information and training on workplace health and safety issues and workers' rights to safe workplaces  
Languages: Spanish

**ADVOCACY AND ACTION**

**Citizen Information Line** 1-800-392-6090

Information about state agencies and programs

**Federal Information Center** 1-800-688-9889

Information about federal agencies and programs  
Languages: Spanish

**Massachusetts Immigrant and Refugee Advocacy Coalition** 617-350-5480, [www.miracoalition.org](http://www.miracoalition.org)

Information about immigration laws and support for people looking to become citizens

**Office for Refugees and Immigrants** 617-727-7888, [www.mass.gov/eohhs](http://www.mass.gov/eohhs)  
Information and referrals for refugees and immigrants  
Languages: Some languages available at certain times

**State Representatives and Senators** 617-722-2000, 617-722-2539 (TDD)  
Call to contact your local representatives about issues that concern you

**United Way of Massachusetts Bay Voluntary Action Center** 617-624-8186,  
[www.uwmb.org](http://www.uwmb.org)  
Local and state volunteer opportunities

## Notes Page